

For Commission Use Only:

Case: 13-0205

OFFICIAL FILE ILLINOIS COMMERCE COMMISSION

FORMAL COMPLAINT

Illinois Commerce Commission
527 E. Capitol Avenue
Springfield, Illinois 62701

ORIGINAL

Regarding a complaint by (Person making the complaint): MARIA A. GARCIA

Against (Utility name): COM-ED

As to (Reason for complaint) to assist me in:

- Disputing False charges
- or Tempering
- Disputing over charges
- Disputing Fines charged

in CHICAGO Illinois.

CHIEF CLERK'S OFFICE
 2013 MAR 14 P 2:49
 ILLINOIS COMMERCE COMMISSION
 [Signature]

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My complete mailing address is (include City) MARIA A. GARCIA

The service address that I am complaining about is 2128 S. FAIRFIELD - APT. 1 CHICAGO 60608

My home telephone is (773) 523-8507

Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at (773) 396-9505 cel.

My e-mail address is N/A I will accept documents by electronic means (e-mail) Yes No

(Full name of utility company) COM-ED (respondent) is a public utility and is subject to the provisions of the Illinois Public Utilities Act.

In the space below, list the specific section of the law, Commission rule(s), or utility tariffs that you think is involved with your complaint.

OFFICIAL SEAL
 State of Illinois
 Illinois Commerce Commission
 13-0205

Have you contacted the Consumer Services Division of the Illinois Commerce Commission about your complaint? Yes No

Has your complaint filed with that office been closed? Yes No

Please state your complaint briefly. Number each of the paragraphs. Please include time period and dollar amounts involved with your complaint. Use an extra sheet of paper if needed.

SEE ATTACHED PAPER

Please clearly state what you want the Commission to do in this case:

NOTICE: If personal information (such as a social security number or a bank account number) is contained in this complaint form or provided later in this proceeding, you should submit both a public copy and a confidential copy of the document. *Any personal information (Social Security Number, Driver's License Number, Medical Records, etc.) contained in the public copy should be obscured or removed from the document prior to its submission to the Chief Clerk's office. Any personal information contained in the confidential copy should remain legible.* If personal information is provided in your public copy, be advised that it will be available on the internet through the Commission's e-Docket website. The confidential copy of any filing you make, however, will only be available to Commission employees. If you file both a public and confidential version of a document, clearly mark them as such.

Today's Date: 03-24-13 Mon. 04-13 Complainant's Signature: Maria G. Garcia
(Month, day, year)

If an attorney will represent you, please give the attorney's name, address, telephone number, and e-mail address.

When you finish filling out this complaint form, you need to file the original with the Commission's Chief Clerk. When filing the original complaint, be sure to include one copy of the original complaint for each utility company complained about (referred to as respondents).

VERIFICATION

A notary public must witness the completion of this part of the form.

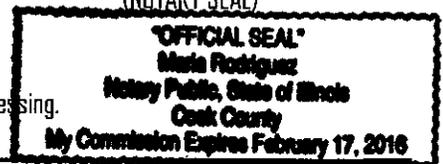
I, MARIA A. GARCIA, Complainant, first being duly sworn, say that I have read the above petition and know what it says. The contents of this petition are true to the best of my knowledge.

Maria G. Garcia
Complainant's Signature

Subscribed and sworn/affirmed to before me on (month, day, year) March 4, 2013.

Maria Rodriguez
Signature, Notary Public, Illinois

(NOTARY SEAL)



NOTE: Failure to answer all of the questions on this form may result in this form being returned without processing.

March 3, 2013

Illinois Commerce Commission
Formal Complaint

From: Maria A. Garcia
2128 S. Fairfield Ave. 1st flr.
Chicago IL 60608

I have filed a complaint to the Illinois Commerce Commission against Com Ed. because they are charging me incorrectly in the amount of \$1,039.02 and falsely accusing me of tempering with the electric meter.

On January 14, 2013 at 1:00 p.m. I called Com Ed and spoke with Ms. Sylvia to inquire about why my bill was so high. I was informed in a very rude tone of voice that I had tampered with the meter and I had to pay past charges and a fine; which had to be paid immediately. She accused me that I had tampered with the meter intentionally. I informed Ms. Sylvia that I did not tamper with the meter and that she was falsely accusing me of something I did not do.

Ms. Sylvia asked me if I had not noticed the difference in my bills. I informed that I did notice my electric bill was lower, however, I thought it was due to the fact that I was not using that much electricity since my son had moved out and he took a lot of his electronics with him. My son had

moved out in March 2012; while he lived with me the bills were between \$90.00 to \$135.00 a month.

On January 21, 2013 I called the Consumer Utility Board and spoke with Omaira and explained my problem. She said she would get back to me. On January 25, 2013 Omaira called me back and informed me that she had spoken with someone at Com Ed and that I had to pay the fine of \$484.00 and that I had to pay it immediately. I informed Omaira that I had not done anything wrong of what Com Ed was falsely accusing me. Additionally, I informed Omaira that I did not have that kind of money sitting around. She informed me that someone from Com Ed would be calling me.

That same day Ms. Marylyn Woodmere called me. We spoke about the amount due for the electric bill and she said to me that they had proof that I had tampered with the meter. I said to her that I was going to dispute this allegation and the overcharges because I had not done anything of what they were accusing me off.

On February 22, 2013 I called ComEd to ask about my electric bill of \$181.92. Miss Mickey answered me in the rudest manner. I asked her why my bill was so high. I explained that I don't have many electronics to be generating high electric bills. I have been a Com Ed customer for over

twenty years and I never experienced a problem until now. Why do they want to accuse me of such false thing?

I am requesting assistance form the Illinois Commerce Commission to assist me in resolving this issue.